

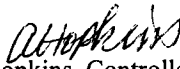
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**SCPSC CLEC - QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

Quarter: Jul. 1, 2009 - Sept. 30, 2009

Year: 2009

Global Capacity Direct, LLC f/k/a Vanco Direct USA, LLC  
(Company Name)

  
Andrea Hopkins, Controller  
(Signature & Title)

200 S. Wacker Dr., Ste. 1600  
(Street/P.O. Box #)

Chicago, IL 60606  
(City, State, Zip Code)

	<u>July 2009</u>	<u>August 2009</u>	<u>September 2009</u>
Number of Customer Access Lines	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Customer Out of Service Clearing Times (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
New Installs Completed within 5 Days (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Commitments Fulfilled (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>

Comments / Explanations: \_\_\_\_\_  
\_\_\_\_\_